



⚙ Civil servants. Contractors contact your company counterpart.

⚙ Civil servants and contractors.

Working Together to Resolve Issues

- 1st** As with most issues, your first step is to work the matter with your supervisor or others in your management chain.
- 2nd** However, if you are unable to reach a resolution with your supervisor there are several avenues available to you, where you go depends on the nature of your concern. You should select the avenue which best describes your situation. *

* Employee issues often fall into the purview of several organizations; when that is the case the organizations work collaboratively to resolve the situation.

Working Issues Through Other Channels

NSRS

Safety Concerns

OSC

Hatch Act/Whistle Blowing

IG

Waste, Fraud, Abuse

JSC Safety Hotline 281-483-7500

AFGE Union

The union represents the interests of employees with respect to personnel policies, practices and matters affecting working conditions. Most non-supervisory civil service employees are considered to be members of the bargaining unit. There are two grievance procedures available at JSC: first, the negotiated grievance procedure contained in the Union Agreement is the exclusive procedure for employees in the bargaining unit represented by AFGE Local 2284. Alternatively, if you are not in the bargaining unit (for example, supervisors and management officials) you may use the NASA grievance system detailed in NPG 3771.1, "Grievance System." For more information you may view the union agreement at <http://jscpeople.jsc.nasa.gov/specialprogs/default.htm> or call the Union at 281-483-4277.

Employee Assistance Program (EAP)

The EAP offers confidential evaluation, counseling, education, and referral services to JSC civil servants, on-site contractors and their families. These services are free of charge. The objective of the EAP is to provide assistance to those who are experiencing personal problems that they or their supervisors feel is affecting job performance or productivity. These problems may range from depression, anxiety, job stress, family/marital discord, and other emotional issues to alcohol abuse or other chemical dependencies. To contact the EAP, please call 281-483-6130 or go to <http://sd.jsc.nasa.gov/omoh/scripts/EmployeeAssistanceProgram/EAPProgram.aspx>.

Office of Equal Opportunity and Diversity

The Office of Equal Opportunity and Diversity ensures the effective implementation of the NASA and JSC equal opportunity policies, which are to provide equal employment opportunity for all employees and applicants for employment. If you are a civil service employee, a non-appropriated funds employee, an applicant for employment, or believe yourself to be a contingent worker at JSC and believe you may have experienced discrimination on the basis of race, color, religion, sex, national origin, disability, age, or as a result of your participation in the discrimination complaint process please contact the JSC Office of Equal Opportunity and Diversity at 281-483-0607 within 45 days of the alleged discriminatory action. More information is also available at <http://www.nasa.gov/offices/oeod/>.

Human Resources

The Human Resources Office serves as both an employee advocate and management consultant to assist in resolving issues at the lowest level. If you are a civil service employee with questions regarding workplace or employee practices and policies including, but not limited to, issues such as performance management, work assignments, work schedules, and training and development, please contact the HR Customer Service Desk at 281-483-0476 or go to <http://jscpeople.jsc.nasa.gov/Contacts/default.htm> to find the right HR representative to assist you.

Legal

The Office of the Chief Counsel provides ethics counseling; participates in procurement and other contractual agreement activities; aids in the development of new administrative techniques and identification of alternatives for the resolution of managerial problems within the framework of law, program schedules, and NASA administrative practices; and serves as JSC's primary point of contact on litigation and other legal matters within or beyond the Center. To learn more about the services they provide, please go to <http://legal.jsc.nasa.gov/> or call 281-483-3021.

Ombudsman Office

The Ombuds Office provides the JSC community a confidential, independent, and neutral channel to discuss and develop options as well as provide an impartial forum to voice concerns, evaluate situations, organize thoughts, assess feelings, and focus on the important and relevant aspects of a specific situation. Potential subjects include: issues concerning safety, interpersonal relationships, the workplace, or mission assurance issues. This service is available to both civil service and contractor employees. For more information, please go to: <http://ombuds.jsc.nasa.gov/> or call Linda Godwin at 281-244-8802 or Lee Norbraten at 281-483-1973.

Procurement

The goal of the JSC Office of Procurement is to ensure the Center executes its missions successfully by effectively and efficiently managing the acquisition process. If you are a civil servant experiencing contract related issues on an existing JSC contract, please contact the applicable Contracting Officer for advice and direction. Other areas of interest may be related to civil servant/contractor employee relationships, questions about the contractor evaluation process, terms and conditions of a contractual instrument, roles and responsibilities of the Contracting Officers Technical Representative (COTR), or questions relating to the overall acquisition process. For a listing of JSC Procurement Office Managers and Deputies, please see the following website: <http://procurement.jsc.nasa.gov/organization.html>. Please see the following web site in the event you have general procurement related questions: <http://officeofprocurement.jsc.nasa.gov/>.

Security

The Security Office is responsible for maintaining a comprehensive program at the Johnson Space Center to provide protection for people, information, facilities, and operations. If you or someone in your work area has an emergency security concern they should call x3-3333 onsite at JSC and SCTF or x4-4444 at Ellington Field. For less immediate concerns please go to <http://www6.jsc.nasa.gov/ja/js/js4/external/> for more information.